Interactive Voice Response System Facility at Trivandrum and Ernakulam Railway Stations

1146. SHRI KODIKKUNNIL SURESH : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Government have provided Interactive Voice Response System (IVRS) facilities at Trivandrum and Ernakulam Railway stations;

(b) if so, the details thereof

(c) whether the said system is gaining acceptability of the passengers; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) to (d). The provision of Interactive Voice Response System (IVRS) at Trivandrum and Ernakulam for giving computer generated response regarding rervation status to passengers has been included in the Annual Plan for the current financial year.

The system is steadily gaining acceptability of the travelling public. For giving information regarding current reservation status, the system is connected with the main computer and all the information that is available about it in the main coputer is on line and accessible to the IVRS system. Therefore, the information given by the interactive voice is as accurate and as updated as in the main computer sytem. There is no delay in responding to queries on telephone subject to the telephone line being available. The caller always gets response from the system which has obviated the possibility of indifferent response or nonresponse. It is possible to provide the facility of response in three different languages (i.e. Hindi, English and a regional language).

[Translation]

Hindi Advisory Committee

1147. SHRI JAGDAMBI PRASAD YADAV : Will the Minister of RAILWAYS be pleased to state :

(a) whether the Hindi Advisory Committee has been constituted in his Ministry

(b) if so, the names of its members and whether its meeting was held and if not, the time by which it is likely to be held;

(c) the number of the official language implementation committees right from his Ministry to the lowest level

(d) the percentage of work done in the official language Hindi by its Chairman and Members;

(e) whether the official language implementation committees have nominated or propose to nominate non-official members as observers;

(f) the number of branches of the departments wherein cent percent work is being done in official language, Hindi with details thereof; and

(g) the details regarding the use of Devnagri in typewriters and computers?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI SATPAL MAHARAJ) : (a) and (b). Reconstitution of Railway Hindi Salahkar Samiti in this Ministry is under process. The meeting of the Samiti will be held after it is constituted.

(c) 999

(d) The Chairman and Members of the Railway Board are doing their official work in Hindi to the extent possible.

(e) Non-Official members are nominated as observers in the Railway Board Official Language Implementation Committee and in Zonal Official Language Implementation Committee and Production Units etc. These observer members are nominated from the members of the Railway Hindi Salahkar Samiti.

(f) Thirteen (13) sections of various departments of this Ministry have been nominated to do cent percent work in Hindi.

(g) About 85% of the total number of personal computers in this Ministry are capable of working in Hindi. Maximum possible use of Devnagri computers and typewriters is being made in this Ministry.

[English]

Interconnect Agreement

1148. SHRI D.P. YADAV : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Letter of Intent for providing interconnect/basic telephone service has been issued

(b) if so, the details thereof.

(c) whether the conditions of the agreement have been accepted by the private operators.

(d) if so, the details thereof;

(e) if not, the reasons therefor; and

(f) the action taken by the Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA) : (a) and (b). The Letters of Intent for ten Telecom Circles have been issued to seven successful Indian Registered companies which participated in the tendering processes.

(c) to (e). Five Letter of Intent holding companies having accepted the LOIs, have also accepted the Agreement document subject to resolution of certain specific issues which they feel, are not yet addressed to their satisfaction viz. port charges, advance deposit, settlement of billing disputes.